



Job Opportunity

State Controller's Office

Position: Associate Information Systems Analyst

Statewide

Location: Information Systems Division
300 Capitol Mall, Suite 701, Sacramento, CA 95814

Issue Date: August 3, 2000

Final Filing Date: Until Filled

Contact/Telephone:

Recruitment Officer, 916-322-3030

Who May Apply: Individuals who are currently in this classification, eligible for lateral transfer or promotion, or reachable on a certification list

California Relay Service: 1-800-735-2929

Position Number(s): 051-340-1470-038
Reference #00-096

Please call (916)323-3055 to request reasonable accommodations

Scope of the Position:

Under the general direction of a Senior Information Systems Analyst Supervisor, the incumbent is responsible for primary terminal emulation software technical support, mainframe/PC file transfer applications, modem dial-up capacity, and general PC desktop support. The incumbent must be able to assess symptoms and resolve technical software problems quickly and efficiently, performing these responsibilities independently with a minimum of supervision and direction. In addition, the incumbent establishes and maintains constructive professional relationships with peers, customers, vendors, and communicates technical information to non-technical customers effectively. All duties performed within the framework of the Controller's Office mission and values.

Duties and Responsibilities:

Candidates must perform the following essential functions with or without reasonable accommodations

- Provide technical support and maintenance of terminal emulation software that includes commercial software packages, custom modifications, scripts, and applications installed on PCs, and provide direct and remote access to applications or systems residing at Teale Data Center.
- Primary expert resource on all aspects of the software in terms of use, feature limitations, compatibility, and interoperability.
- Primary contact to the software manufacturer(s) and the primary liaison to Teale Data Center for new purchases, licensing, maintenance, and advanced technical assistance.
- Assist division PC contacts in diagnosis, troubleshooting, and resolving problems with the software. Research, test, and recommend new software or technology and maintain documentation.
- Provide technical support for Windows NT desktop and laptop computers, including a wide variety of PC hardware platforms, software applications, and peripherals.
- Provide instruction to customers in the proper use of equipment and software. Abide by departmental



The State Controller's Office is committed to providing equal opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.



PC standards in terms of hardware and software components, versions, and use.

- Maintain a current level knowledge of microcomputer and LAN equipment and software trends impacting the operation of automated office systems, and understand the capabilities and limits of current departmental technical environment.
- Participate in feasibility studies and cost benefit analysis of new information technology products and services.

Applications will be screened and only the most qualified will be interviewed

How to Apply:

Please submit a STD. 678 State Application and Résumé to:

State Controller's Office

Information Systems Division

300 Capitol Mall, Suite 701

Sacramento, CA 95814

Attn: Recruitment Officer-Reference # 00-096 (Candidate must indicate this Reference # on their resume and in the box marked "Examination or Job Title for which you are applying" on the front page of the Employment Application STD. 678.)